

## ADMINISTRATIVE OFFICER III

**Recruitment #20-002247-1032**

**DEPARTMENT** Office of the People's Counsel

**DATE OPENED** 9/18/2020 10:15:00 AM

**FILING DEADLINE** 10/2/2020 11:59:00 PM

**SALARY** \$44,106.00 - \$70,201.00/year

**EMPLOYMENT TYPE** Full-Time

**HR ANALYST** Cheryl Murphy

**WORK LOCATION** Baltimore City

### Introduction

The Maryland Office of the People's Counsel, is seeking an experienced and energetic individual to fill the position of Administrative Officer III.

### GRADE

15

### LOCATION OF POSITION

6 St. Paul Street, Suite 2102 Baltimore, Maryland 21202

### POSITION DUTIES

This position provides communication and litigation support to the People's Counsel, the highest ranking official at the agency. Executes the agency's communications strategy, including website content, social media platforms, newsletter, brochures, fact sheets, and outreach materials promoting the interests of Maryland residential users of utility and energy supply services. Provides administrative support during Maryland General Assembly legislative sessions by tracking pivotal legislation, fiscal notes, testimony and amendments affecting utilities and energy suppliers.

Responds to media requests as well as requests for community outreach opportunities. The main purpose of this job is to provide communication and administrative litigation support to the People's Counsel, the highest ranking official at this agency.

Develop and implement an agency communications strategy, including website content, various social media platforms, newsletters, fact sheets, and outreach materials promoting the interests of residential users of utility and energy supply services.

Oversee the day to day administrative operations of the agency, including direction and supervision of workflow activities, in the absence of the Administrator.

Provide assistance with fiscal and personnel administrative tasks, as needed.

Provide administrative assistance to the agency’s Consumer Assistance Unit to ensure timely and effective agency responses to consumer inquiries and complaints.

## MINIMUM QUALIFICATIONS

**Education:** Possession of a Bachelor’s degree from an accredited four-year college or university.

**Experience:** Three years experience in administrative or professional work.

**Notes:**

1. Candidates may substitute additional experience in administrative staff or professional work on a year-for-year basis for the required education.
2. Candidates may substitute additional graduate level education at an accredited college or university at the rate of 30 semester credit hours for each year of the required experience.
3. Candidates may substitute U.S. Armed Forces military service experience as a commissioned officer involving staff work that included the regular use of independent judgment and analysis in applying and interpreting complex administrative plans, policies, rules or regulations or analysis of operational programs or procedures with recommendations for improvement on a year-for-year basis for the required education and experience.

## DESIRED OR PREFERRED QUALIFICATIONS

Desired or Preferred Qualifications:

Experience with communication development, including website content, social media platforms, newsletters, or other communication outlets

2 years Experience supervising or leading employees

2 years Experience working in a team oriented environment

2 years Experience in Word, G Suite, Adobe Acrobat, Microsoft Publications

2 years Experience with consumer or energy issues

2 years Experience in FMIS or Workday

1 year Detail oriented, resourceful, and able to prioritize under deadlines

## LICENSES, REGISTRATIONS AND CERTIFICATIONS

Employees in this classification may be assigned duties which require the operation of a motor vehicle. Employees assigned such duties will be required to possess a motor vehicle operator’s license valid in the State of Maryland.

## SPECIAL REQUIREMENTS

For education obtained outside the U.S., a copy of the equivalent American education as determined by a foreign credential evaluation service must be provided prior to hire.

## SELECTION PROCESS

Please make sure that you provide sufficient information on your application to show that you meet the qualifications for this recruitment. All information concerning your qualifications must be submitted by the closing date. We will not consider

information submitted after this date. Successful candidates will be ranked as Best Qualified, Better Qualified, or Qualified and placed on the eligible (employment) list for at least one year.

## EXAMINATION PROCESS

The assessment may consist of a rating of your education, training, and experience related to the requirements of the position. It is important that you provide complete and accurate information on your application. Please report all experience and education that is related to this position.

## BENEFITS

### STATE OF MARYLAND BENEFITS

## FURTHER INSTRUCTIONS

**COVER LETTER and RESUME REQUIRED with online application** and can be uploaded as an attachment under the Resume Tab of the online application. Please combine all documents together as ONE attachment (resume, degree, etc.).

The online application process is STRONGLY preferred. If you are unable to apply online, you may mail a paper application and supplemental questionnaire to:

Department of Budget and Management

Recruitment and Examination Division

301 W. Preston Street Room 608

Baltimore, Maryland 21201

Recruitment #20-002247-1032

For questions regarding this recruitment, please contact the DBM Recruitment and Examination Division at [Application.Help@maryland.gov](mailto:Application.Help@maryland.gov)

As an equal opportunity employer, Maryland is committed to recruiting, retaining and promoting employees who are reflective of the State's diversity.

People with disabilities and bilingual candidates are encouraged to apply.

We thank our Veterans for their service to our country.

TTY Users: call via Maryland Relay

The resulting certified eligible list for this recruitment may be used for similar positions in this or other State agencies.

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45 Calvert Street, Annapolis, MD 21401

300-301 West Preston Street, Baltimore, MD 21201

Toll Free (800) 705-3493